



2019 ANNUAL REPORT

March, 2019

Mr. Chairman, Members of the Vilas County Board of Supervisors, Committee Members and residents of Vilas County...

I am pleased to present the 2019 Annual Report of the Aging and Disability Resource Center (ADRC) of Vilas County. The information found throughout this Annual Report represents the valuable work being done by our staff on a daily basis. They should be commended for their efforts and work. We are fortunate to have a staff that is dedicated and committed to serving our community each and every day.

2019 was a year of change for our department. On January 1, 2019, the Vilas County Commission on Aging integrated their services with the Aging and Disability Resource Center to become the ADRC of Vilas County. It has been a year of learning and growing for staff as well as our customers. It is rewarding to lead an organization that provides services which help fulfill fundamental human desires-the desires to live with dignity and independence.

I ask you to think about our communities, where 40% of the population is age 60 or older. Do adequate housing and transportation options exist? Are systems in place and funded so that older adults and adults with disabilities have opportunities to remain productive, healthy members of society? These questions continue to fill our minds as staff struggle to find resources for the many customers in need.

We must elevate the needs of older adults, people with disabilities and their caregivers in our communities. We need to build a strong base of community and business support to meet the needs of our aging population. In Wisconsin, a shortage of formal caregivers or direct care workers has created a crisis for people with disabilities, older adults, and their families. Combined with the increase in Alzheimer's related disease, our agency will continue to struggle to find resources to assist these families.

Together, our dedicated staff, provider network and other partners are committed to making our communities a great place to live and grow old. I would like to thank the County Board Supervisors for their continued support for older adults and adults with disabilities.

I remain honored, proud and committed to diligently serve the Vilas County community as the Director of the ADRC of Vilas County.

Thank you for the opportunity to submit our Aging and Disability Resource Center (ADRC) Annual Report for 2019.

Respectfully submitted,

Susan L. Richmond

Susan Richmond
Director

INTRODUCTION

The Aging and Disability Resource Center of Vilas County, located at 330 Court Street in Eagle River, is a central resource agency addressing the needs and interests of older adults and adults with disabilities. The Committee is appointed by the County Board of Supervisors and is responsible for setting policy.



ADRC Committee 2019

Front Row left to right: Holly Tomlanovich, Vice Chairperson; Audrey Stearns, Lori Siegler
Middle Row left to right: Bob Hanson, Chairperson; Milt Klingsporn, Ken Mitchell
Back Row left to right: Rich Schmalzer, Sue Richmond, Director
Missing: Vern Wiggerhauser



Nutrition Advisory Council

Front Row: Barbara Mlodik, Audrey Stearns, Ken Mitchell
Back Row: Kathy Roggeman, Bob Hanson, *Chair*, Mary Samuelson, Susan Richmond, *Director*
Missing: Joe Jovanovic and Donna Ruffner

Oneida-Vilas Transit Commission Board

Vilas County Representatives: Erv Teichmiller, *Chairman*, Chuck Hayes, Fred Radtke, Milt Klingsporn (alternate) and Susan Richmond, *Director*.



ADRC Staff 2019

Front row left to right: Lisa Kraus, ADRC Specialist; Susan Corrieri, Elder Benefit Specialist; Dustin Wadinski, Disability Benefit Specialist; Larry Bergum, Receptionist; Amie Rein, Family Caregiver/Health and Wellness Coordinator
 Back row left to right: Mary Kapke, Chore Coordinator; Laura Rozga, ADRC Specialist; Sue Richmond, Director; Beckie Gleason, Financial Specialist; Mike Olkowski, Receptionist



Vilas County Elderly Nutrition Site Managers & Office Staff

Front Row left to right: Judi Heikkinen, Josie Allen, Nancy Moser
 Middle Row left to right: Sharon Gifford, Sue Richmond, Jennie Johnson
 Back Row left to right: Pam Cira, Anna Moore, Beckie Gleason
 Missing: Krystal Halvorson

Nutrition Program Staff:

Jennie Johnson

Nutrition Site Manager
Eagle River

Pam Cira

Nutrition Clerk/Substitute Site Manager
Eagle River

Judi Heikkinen
Sharon Gifford

Nutrition Site Manager
Substitute Site Manager
Phelps

Anna Moore

Nutrition Site Manager
Land O' Lakes

Josie Allen
Krystal Halvorson

Nutrition Site Manager
Substitute Site Manager
Boulder Junction

Nancy Moser

Nutrition Site Manager
St. Germain

Mary Samuelson

Nutrition Site Manager
Lac du Flambeau

Sue Richmond
Beckie Gleason

Director, ADRC
Financial Specialist, ADRC



To our many dedicated volunteers...

Barbara Stewart, CEO of the Corporation for the National and Community Service states, "The fabric of our nation is strengthened by the service of its volunteers. When we stand side-by-side to help others, our differences fade away and we learn that Americans have more in common than we realize." Every day there is a Volunteer who is stepping up to help their neighbor or friend and changing that person's life for the better.

Most of us lead very busy lives, so the idea of volunteering-giving your time and energy to a cause without financial reward-may seem an impossible task. However, volunteering is important for many reasons. Volunteering helps counteract the effects of stress, anger, and anxiety. It increases self-confidence and provides a sense of purpose. Volunteering can give you the opportunity to try something new and to meet new people. The bottom line is volunteering will improve your overall health.

Volunteers are the heart and soul of what we do at the Aging and Disability Resource Center. With the limited number of paid staff, we would not be able to do all the programs offered without the help of our Volunteers. Volunteers donated more than 4740 hours of service. That is equivalent to 2+ full-time staff. Volunteers make it possible for the ADRC to accomplish everything we do.

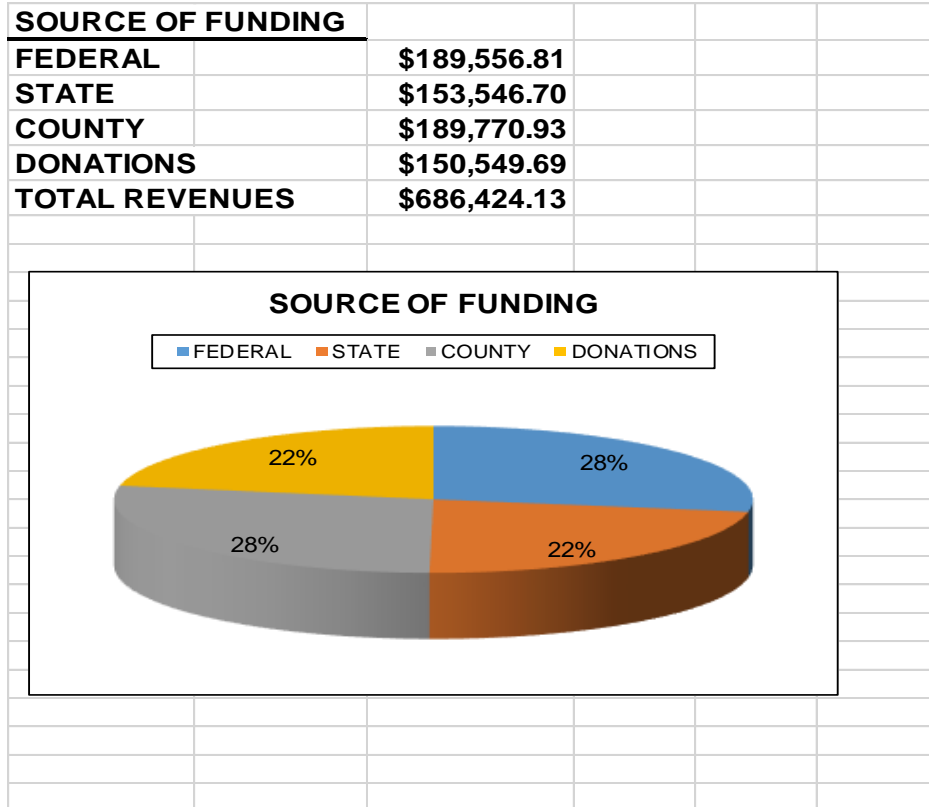
The ADRC cannot thank you enough for all you do for the citizens of Vilas County and for the help you give to the staff.

"The greatest gift you can give someone is your time. Because when you give your time, you are giving a portion of your life that you will never get back."

Anonymous

Budget and Program Reports 2019

ADRC of Vilas County-Aging 2019 BUDGET REPORT



EXPENDITURES

ADMINISTRATION	\$ 98,228.06
ALZHEIMER'S FAMILY SUPPORT PROGRAM	\$ 18,905.00
CHORE PROGRAM	\$ 17,886.70
BENEFIT SPECIALIST PROGRAM	\$ 82,446.89
HEALTH & WELLNESS PROGRAMS	\$ 13,276.93
NATIONAL FAMILY CAREGIVER PROGRAM	\$ 15,930.00
NUTRITION PROGRAM	\$261,298.32
TRANSPORTATION PROGRAM	\$114,449.68
TOTAL EXPENDITURES	\$622,421.58

The ADRC of Vilas County received an additional \$146,619.11 in Federal Funding and \$158,834.91 in State Funding (totaling \$305,454.02) for ADRC Services. The ADRC provides information on a broad range of programs and services, helps people understand the various long-term care options available to them, helps people apply for programs and benefits, and serves as the access point for publicly-funded long-term care. [i]

Respectfully submitted by Rebecca Gleason, Financial Specialist
ADRC of Vilas County Staff since 2013

[i] Retrieved from <https://www.dhs.wisconsin.gov/adrc/index.htm>

TRANSPORTATION SERVICES



The Wisconsin Department of Transportation (WisDOT) annually awards each county funds to provide specialized transportation to older adults and persons with disabilities under s.85.21 grant funds. In 2019, the Aging & Disability Resource Center of Vilas County received \$86,599 from WisDOT and Vilas County contributed the 20% required match of \$ 17,320.

A large portion of the transportation funds (\$66,740) are sub-contracted to the Oneida-Vilas Transit Commission (OVTC) to support public transportation. OVTC (doing business as Northwoods Transit Connections- NTC) was created in 2015 through resolutions by both Oneida and Vilas Counties Board of Supervisors under Wis.Stats. Sections 59.58(2) and 66.0301. NTC is a direct service provider of subsidized transportation to older adults, persons with disabilities and the general public in Oneida and Vilas Counties. Revenues are derived from Federal and State grants, human service contracts, fares, donations, and miscellaneous revenues.

NTC is governed by the Oneida-Vilas Transit Committee, a six-member body comprised of three representatives each from Oneida and Vilas Counties appointed by the Oneida and Vilas Counties Board of Supervisors. Each county appoints two County Board Supervisors and one citizen to serve on the OVTC. Vilas County Board Supervisors, Erv Teichmiller, Chuck Hayes, and citizen member, Fred Radtke, were appointed to represent Vilas County on the OVTC. Milt Klingsporn serves as an alternate citizen member.

OVTC major events during 2019 include:

- Introduction of 3 new routes connecting rural townships with larger cities to accommodate medical appointments, shopping, etc. Routes run Monday, Wednesday, and Friday connecting Eagle River with Phelps, Land O' Lakes, and Conover. The other 2 routes connect Eagle River with St. Germain, the Lakeland area, Rhinelander, Sugar Camp, and Three Lakes.
- Purchase of a newer (2017) bus from Bay Area Rural Transit (BART)
- Ordering 3 new buses after raising a local match of \$47,000. The new buses are scheduled to arrive in mid-February 2020.
- Writing grants to secure a new facility where several buses and the mechanic will be inside a maintenance shop. Notice of grant approval schedule will be received in the next couple of months.

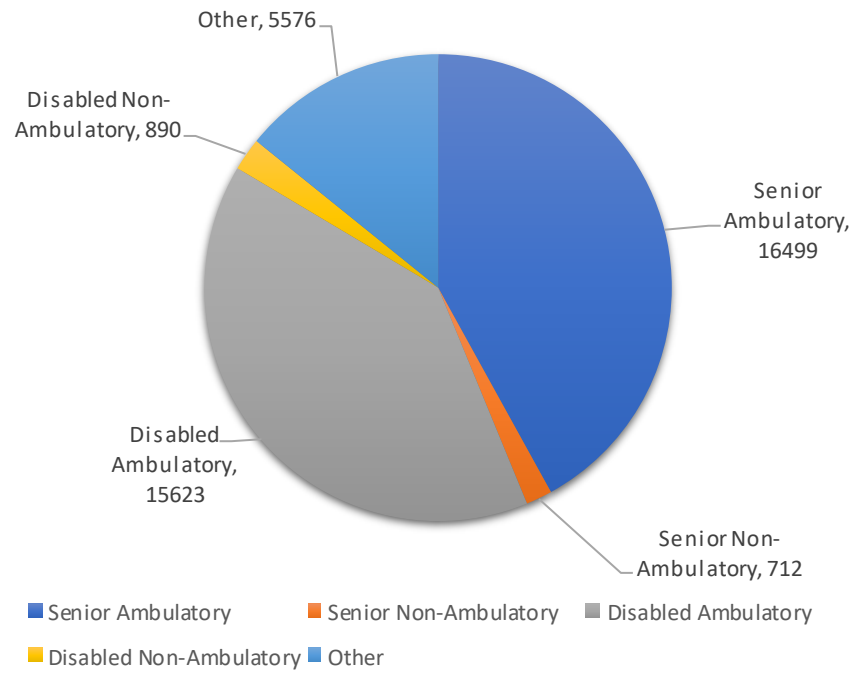
OVTC currently operates 10 buses in the two-county area, Monday through Friday 8:00 a.m.–5:00 p.m. in Rhinelander and Eagle River and 7:00 a.m.–6:00 p.m. in the Lakeland Area.

**Respectfully submitted by Rebecca Gleason, Financial Specialist
ADRC of Vilas County Staff since 2013**

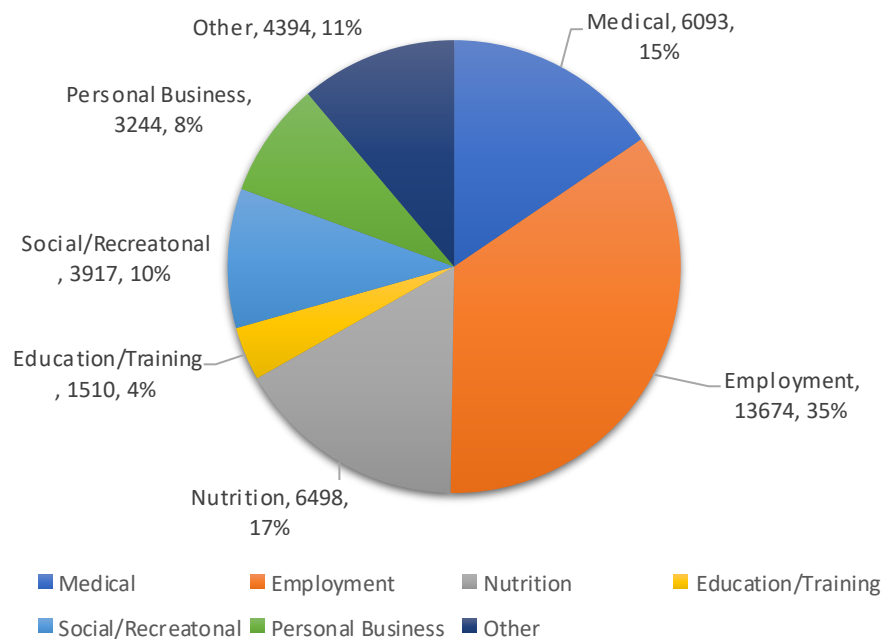
Northwoods Transit Connections



Types of Riders 2019



Purpose of Rides 2019



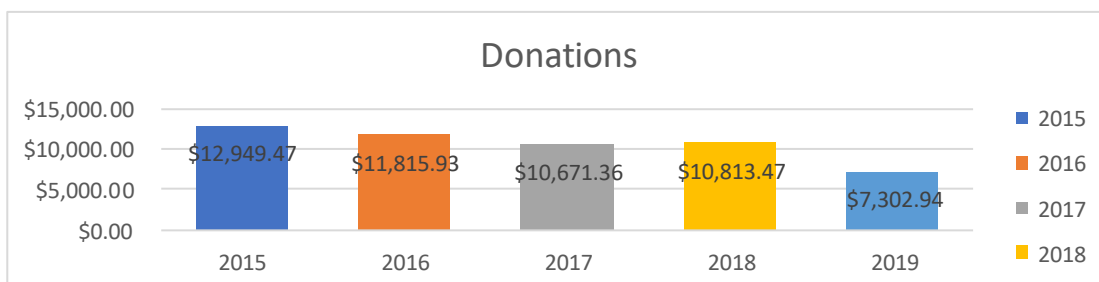
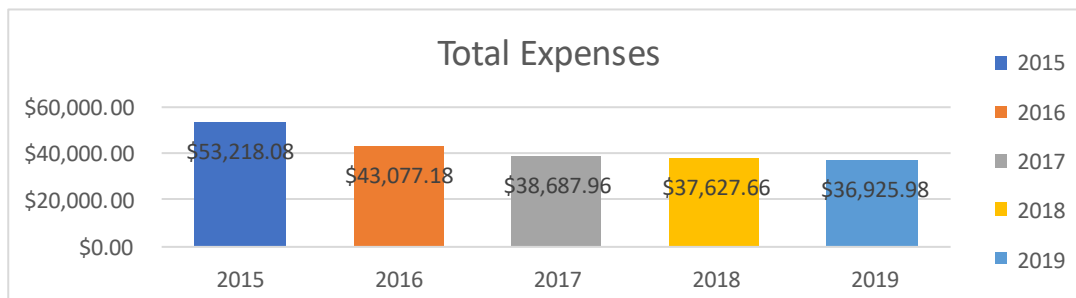
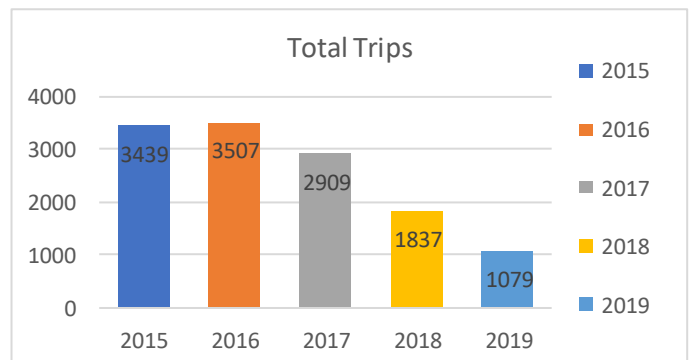
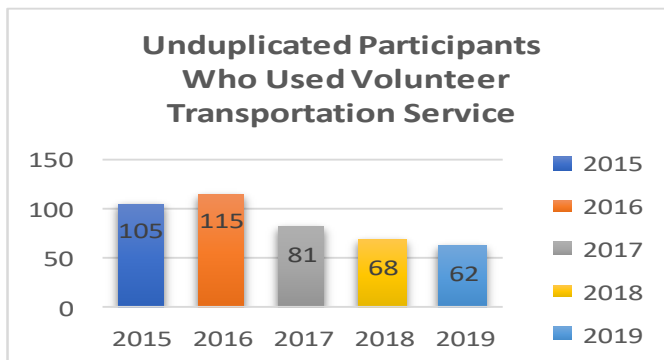
TRANSPORTATION SERVICES



The Volunteer Transportation Program, through the efforts of volunteer drivers, coordinated by ADRC staff, provides transportation for any citizen of Vilas County who is unable to drive and need assistance getting to medical appointments or attending to other personal business. Passengers who are 60 years or older and persons with a disability are asked for a donation for the trip based on the mileage reimbursement paid to the driver. General public passengers must pay the total cost of the trip prior to the trip based on mileage. In 2019, 10 participants were under the age of 60 and are disabled. 19 participants passed away, 15 moved and 46 were removed from the program through the program update that was done in spring. 36 new participants registered for the transportation program and 7 participants came back on the program.

Total Number of Participants	250 (87 Men/163 Women)
Total Number of Trips	1,079 (605 Medical/474 Personal)
Total Trip Miles	27,734
Total Hours of Service	1,331.75
Total Cost of Service	\$36,925.98
Average Cost per Trip	\$34.22


Although the participants are not required to donate toward their trips, the 2019 donations totaled \$7,302.94.



Respectfully submitted by Rebecca Gleason, Financial Specialist
ADRC of Vilas County Staff since 2013

Senior Dining



Fellowship, Food  Fun



Nutrition is essential to healthy aging. Older adults who routinely eat nutritious food and drink adequate amounts of fluids are less likely to have complications from chronic disease and to require care in a hospital, nursing home or another facility. The Older Americans Act Nutrition Program serves a population with a wide variety of health-care needs, but nutrition is a common denominator.

The ADRC of Vilas County Senior Nutrition Program provides hot meals with 1/3 of the daily nutritional requirement, socialization, and volunteer opportunities along with connections to community support services. The program operates five dining sites and home delivery of meals throughout Vilas County. Home delivered meals are available based on eligibility. Our volunteer home-delivered meal drivers provide face-to-face personal contact with the homebound senior. The drivers also provide a safety check to a person who may be frail or isolated, and in some instances, this may be the only contact the person has that day.

The Nutrition Program requires that nutrition education be done quarterly to all sites. The ADRC of Vilas County contracted with Mary Stys, who also works for the UW-Extension office, to provide this education. Topics included limiting added sugars, fruits, and veggies/Eat a Rainbow, and Fat Facts/What Fats are Best for You. Participants were challenged to play “Are you Smarter Than a Sixth-Grader” to test their knowledge of fruits and vegetables.

Susan Richmond, Director of the ADRC of Vilas County, serves as the northern representative on the Executive Board of the Wisconsin Association of Nutrition Directors.

The ADRC of Vilas County ensures that the Nutrition Program has qualified, properly trained staff. The Site Managers are required to have 6.5 hours of training each year per our contract with the state. Dietitians review all menus.

NUMBER OF DAYS SERVED AND ELIGIBLE MEALS BY SITE

Meal Sites	Days	Congregate Meals	Home Delivered Meals	Total Meals
Eagle River	240	3,322	5,525	8,847
Phelps	174	2,457	371	2,828
Land O Lakes	93	1,549	26	1,575
Boulder Junction	144	1,065	497	1,562
St. Germain	144	1,076	1,057	2,133
Lac du Flambeau	149	0	699	699
Total	944	9,469	8,175	17,644

THREE-YEAR PROGRAM COMPARISON

	2017	2018	2019
Congregate Participants	383	366	382
Home Delivered Participants	100	99	93
Total Meals Served	19,031	18,796	17,650
Total Donations	\$74,808.84	\$69,395.78	\$64,525.36
Average Donations	\$3.93	\$3.69	\$3.66
Average Cost per Meal	\$10.45	\$10.74	\$14.80

Food insecurity among seniors in America is a continued challenge facing the nation. Despite the end of the Great Recession in 2009, almost 1 in 12 seniors were food insecure in 2017. Even more troubling is the astonishing 251% increase in the number of very low food secure seniors in 2017 compared to 2001. [i] Programs like the Vilas County Elderly Nutrition Program are critical to solving this national crisis.



DEMOGRAPHICS FOR NUTRITION PROGRAM

DEMOGRAPHIC DATA	TOTALS
PARTICIPANTS – AGE 60-74	183
PARTICIPANTS – AGE 75-84	179
PARTICIPANTS – AGE 85 +	109
FEMALE PARTICIPANTS	286
MALE PARTICIPANTS	185

**Respectfully submitted by Rebecca Gleason, Financial Specialist
ADRC of Vilas County Staff since 2013**

[i] Ziliak, J.P. & Gundersen, C. (2019, May). The State of Senior Hunger in America in 2017. Retrieved from <https://www.feedingamerica.org/research/senior-hunger-research/senior>

CHORE SERVICES PROGRAM 2019

The Aging and Disability Resource Center is committed to providing programs designed to enhance the quality of life of older adults. Services provide opportunities for choices, encourage health, wellness and living independently. One of these programs is the Chore Service. This program is funded through federal and county dollars.

The Chore Services Program matches workers with low income older adults who need light housekeeping and meet federally established income guidelines. We also receive referrals from the Aging and Disability specialists who may have individuals on a waitlist for Family Care benefits.

Our chore workers will provide other services, such as shopping, laundry, etc. depending on the needs of the client. A home visit is required of every client before enrollment and yearly thereafter to assess their needs. Each client is allotted up to 7 hours/month of service. More hours may be added based on the availability of funds and at the discretion of the Coordinator and Director. Throughout the year, there can be a waiting list for this valuable and much-needed service.

In 2019 a total number of 21 clients were provided with 762.25 hours of services at a total program cost of \$17,886.70. There were 6 new admissions, 9 discharges and 36 referrals made in 2019.

CLIENT CHARACTERISTICS

AGE	FEMALE	MALE
60-69	3	2
70-79	3	0
80-89	5	4
90 +	3	1
Total	14	7



**Respectfully submitted by Mary Kapke
ADRC Staff since 2018**

ALZHEIMER'S FAMILY CAREGIVER SUPPORT PROGRAM 2019

QUICK FACTS

- Today more than 5.8 million Americans are living with Alzheimer's disease.
- Every 65 seconds someone in the U.S. develop Alzheimer's.
- 1 in 3 seniors dies with Alzheimer's or another dementia.
- Alzheimer's disease is the sixth-leading cause of death in the United States.
- Alzheimer's is the only disease among the top 10 causes of death in America that cannot be prevented, cured or even slowed.
- In 2019, Alzheimer's and other dementias will cost the nation \$290 billion.

The Alzheimer's Family and Caregiver Support Program, or AFCSP is a program created by the Wisconsin legislature in 1985 in response to the stress and service needs of families caring at home for someone with irreversible dementia.

Alzheimer's takes a devastating toll, not just on those with the disease but also on entire families. In 2019, 16 million family and friends provided 18.5 billion hours of unpaid care to those with Alzheimer's and other dementias. That care had an estimated economic value of \$234 billion. *

In 2019, we had 18 clients on the program at a total program cost of \$18,905. Funding is available to the caregiver to help with expenses such as respite, daycare, home care, and medical aids, etc. up to \$750/year. A home visit is required before enrollment and yearly thereafter to assess the client's needs. Currently there is not a waiting list for this program.

Client Characteristics

Age	Female	Male
Under 60	0	0
60-69	0	0
70-79	1	2
80-89	7	3
90-99	5	0
Total	13	5



Services are provided through a grant at no cost to Vilas County.

*Alzheimer's Association 2019 Alzheimer's Disease Facts and Figures

**Respectfully submitted by Amie Rein, SW
ADRC Staff since 2010**

INFORMATION AND ASSISTANCE

- Fielded a variety of information and assistance calls during 2019
- Distributed approximately 3,500 Vilas County Resource Guides throughout the county
- Worked with WRJO Radio on ads for 2019 and with the Hodag Buyer on the 2019-2020 Resource Guide.
- Worked with the Vilas County News Review on the Spring and Winter editions of the Senior Focus.

FAMILY CAREGIVER SUPPORT

Many caregivers find themselves in the situation of needing help caring for their loved ones and not knowing where to turn. Through the efforts of our Coordinator, Amie Rein, and funding from the National Family Caregivers Support Program, the ADRC, is able to offer respite options for caregivers. The following activities were reported in 2019:

- Participated in the monthly Statewide Caregiver Coordinator conference calls.
- Served ten families with National Family Caregiver Support Program Funds.
- Continued to facilitate a general caregiver support group in Eagle River, which meets monthly. There are approximately six caregivers attending each month. Also, heard presentations about the Alzheimer's Association.
- Powerful Tools for Caregiver Workshop was held in collaboration with the ADRC of Oneida County in Three Lakes with five participants completing the workshop. Also, Powerful Tools for Caregiver Workshop was held in collaboration with the Lac du Flambeau Tribe in Lac du Flambeau with six participants completing the workshop.
- Collaborated with the ADRC of the Northwoods and the Caregiver Alliance of the Northwoods to offer the Final Affairs Workshop in Eagle River (26 participants) and in Rhinelander (50 participants).
- Participated in the Alive to Live in Rhinelander where there were approximately 200 participants.
- Collaborated with the Olsen Memorial Library on the Memory Café and caregiver services.
- Worked with Social Services on Kinship Services and NFCSP funds with the coordinator.
- Presentations about caregiver services were given to the Easy Eagles group, Past Times Adult Day Center and the Peace Lutheran Church members.
- Received requests from 59 families about In-Home Support Services and other community services.



**Respectfully submitted by Amie Rein, SW
ADRC Staff since 2010**



HEALTH AND WELLNESS PROGRAM

Provides informational programs on health and wellness to enrich the quality of life of our seniors. Coordinator, Amie Rein, is certified to facilitate the following classes Healthy Living with Diabetes, Living Well with Chronic Conditions and Stepping On. The following activities were reported in 2019

- Two Living Well with Chronic Conditions Workshop were scheduled in 2019. One workshop was held in Arbor Vitae (7 participants). The workshop that was scheduled for Eagle River for May was canceled due to a lack of participants.
- Stepping On Workshop was offered in September in Arbor Vitae with eighteen participants. The workshop scheduled for Eagle River and it was canceled due to lack of participants.
- Healthy Living with Diabetes was offered in Arbor Vitae in September and there were 16 participants.
 - One participant said, “Applying “I” messages with my husband and we have not fought in a week.”
 - Another testimony from the class, “Exercise and meditation are very important.”
- Attended the Health Summit in Woodruff with the Wisconsin Institute for Healthy Aging.
- Continued to participate in the Health Promotion Statewide Health Promotion and Stepping On Statewide conference calls.
- Met with members of Aspirus, Marshfield Clinic, Ministry (Ascension) Health Groups, and Generations (formally Lakeland Senior Center) to increase referrals for the evidenced-based workshops.
- Continued participating in Stand More and Move More research project with UW-Madison.
- Spoke with Milestone Senior Living and Olsen Memorial Library about the evidenced-based workshops.
- Collaborated with Oneida and Forest Counties on a WIHA grant to train more Living Well with Chronic Conditions facilitators and increase class participation.

**Respectfully submitted by Amie Rein, SW
ADRC Staff since 2010**

Elder Benefit Specialist

Susan Corrieri serves as full-time EBS for the ADRC of Vilas County. Benefit Specialists are paraprofessionals, trained by Greater Wisconsin Area Agency on Aging Resources (GWAAR) attorneys. She helps those 60 years of age or older, with private or governmental benefits.

Benefit Specialists are often referred to as “Red Tape Cutters” because they help older persons better understand complex benefit programs, and assist with the necessary paperwork. When appropriate, an EBS can also represent individuals in hearings to appeal benefit denials.

In 2006, Benefit Specialists were enlisted as State Health Insurance Program (SHIP) counselors for the State of Wisconsin. This is a national system devised to assist those over 60, by educating and empowering them in making complicated insurance decisions, resulting from the implementation of Medicare Part C and Part D. The inclusion of this duty drastically changed the scope, volume of inquiries and complexity of the position.



2019 Program Highlights:

- Welcomed 117+ new clients to EBS services.
- Logged in 107 hours for both MIPPA Outreach and EBS Calling Hours, visiting 5 libraries in outlying areas within Vilas County, consulting with 285 clients, most new to COA services. Library Directors are very helpful in promoting this outreach.
- Represented the ADRC at the Veteran's Expo event in Rhinelander, April 2019, with an estimated 200 attendees.
- Gave presentations at 2 new venues, Generations, and the Memory Café, in the Woodruff area with an estimated 47 attendees.
- 42 individuals attended the monthly "Solving the Insurance Puzzle" workshops, with much positive feedback.
- There were over 1262 telephone contacts received by EBS issues during 2019.
- We had 2 active, seasoned volunteers who donated their time with the EBS program. 1 for Medicare Annual Open Enrollment, and 1 for Homestead Tax credit filings, putting in 35+ hours.

- All EBS required federal and state reporting for 2019 was completed and submitted timely.
- Mandatory trainings were attended, as well as the annual WABS conference that was held in Appleton in June 2019. Susan received over 67 hours in Professional Development training during the year.
- Multiple PSA's were run on the Insurance Puzzle workshop and Medicare Part D Open Enrollment on our local radio station, and educational materials were distributed to clinics, meal sites, libraries, and community boards, in an effort to educate our community about Low-Income Subsidy/Extra Help.
- Susan offered a presentation on Medicare and Senior Medicare Patrol at the Primetimers of Saint Germain, with over 75 attendees, to discuss changes to Medicare and the new plan finder website.
- Ongoing efforts toward EBS's goal to educate our elected officials about our role and the work we do; attended Aging Advocacy Day in Madison and worked with Senator Johnson's office on behalf of a resident of Vilas County.
- Susan continues to serve on the Public Relations Committee for the Wisconsin Association of Elder Benefit Specialists.
- Assisted an estimated 178 clients with their Medicare Open Enrollment options.

Respectfully submitted by:
Susan M. Carrieri
Elder Benefit Specialist/SHIP Counselor
ADRC Staff since April 2013



ADRC Specialists Lisa Kraus and Laura Rozga are available to provide customers with information and assistance about the multitude of programs and services available for seniors and adults living with disabilities.

An important function of the ADRC Specialist is to assist customers who request help applying for publicly-funded programs by completing the Long-Term Care Functional Screen and assisting with supplemental applications and verifications. The Family Care/IRIS transition began on July 1, 2017, and will be completed July 1, 2020. ADRC Specialists Lisa Kraus and Laura Rozga have been trained and certified in the administration of the screen to determine the eligibility of these programs. Staff have been working in the Lac du Flambeau office one day a week since August 2018, until they can hire a Specialist.

The ADRC of Vilas County completed 122 Long-Term Care Functional Screens for the ADRC service area in 2019. New customers found eligible for Family Care/IRIS services are placed on the waitlist, which at the end of 2019 stood at approximately 65 customers. There is a Family Care transition plan in place that dictates one person per month can be taken off the waitlist until entitlement is reached in July of 2020. At this time anyone remaining on the waitlist will be placed on services if still eligible.

The ADRC tracks activities and target groups region-wide by utilizing the SAMS-IR database. In 2019, the Eagle River and Lac du Flambeau offices took approximately 3658 incoming and outgoing calls.

During 2019, the ADRC calls for each target group remained consistent from the previous year with an increase in office visits, incoming calls, and home visits.

Aside from calls, Eagle River staff also completed 277 home visits during 2019. The purpose of the home visits included completing a Long-Term Care Functional Screen, enrollment counseling, options counseling and assisting with applying for publicly-funded benefits. In addition, 299 office visits, whether scheduled or walk-in appointments, were completed.

3052 contacts for 2019 by target group:

Alzheimer's/Dementia:	668 contacts
Elderly:	2,360 contacts
Physically Disabled:	698 contacts
Developmentally Disabled:	232 contacts
Substance Abuse:	57 contacts
Mental Health:	197 contacts
Unknown Target Group:	22 contacts

**Submitted by Lisa Kraus and Laura Rozga
ADRC Specialists**



Disability Benefit Specialist (DBS)

An ADRC Disability Benefit Specialist (DBS) provides services for people ages 18 to 59 with physical disabilities, developmental disabilities, mental disabilities and substance use disorders. DBS provides information and assistance for public and private benefits programs including application and appeal procedures. Some of the main issues they assist with include Medicaid, Social Security Disability Insurance, Supplemental Security Income, Medicare Part D prescription drug coverage, Food-share, low-income tax credits, and housing/utility issues.

The recently established ADRC of Vilas County now provides DBS services to Vilas county residents by employing a part-time Disability Benefit Specialists Dustin Wadinski. Dustin holds office hours Tuesdays and Thursdays each week along with Mondays every other week.

To help increase awareness of program availability Dustin has visited Vilas County locations such as Sunshine for Humanity (homeless shelter), Vilas County's Habitat for Humanity, Lac du Flambeau community offices, and continues to conduct home visits and speak with local community members.

Dustin has successfully completed his initial year training. Some of the major training topics included:

- Disability Determination Process
- Health Insurance
- Overpayments
- Food-share, Energy and Telephone

2019 DBS statistics

- 52 cases served (39 opened and 35 closed)
- 1 case of housing assistance
- 29 cases served for Income Supports (including food-share, low-income tax credits, Social Security Disability)
- 30 cases served for Medical Entitlements (including Medicare, Medicare Savings Plan, and Medicaid)

In 2019 Dustin assisted 87 people on an information-only basis.

**Respectfully submitted by Dustin Wadinski, DBS
ADRC Staff since 2019**